communication with the objective of customer satisfaction in 1987;

(b) what were the targets fixed for reduction of number of faults per 100 telephones per month for each of the years 1987 to 1995 and what are the achievements achieved so far and if not,the reasons therefor;

(c) what action Government are taking to improve the situation;

(d) what were the targetrs set of projections made for improvement in the productivity in DOT in terms of numbev of DEL's per employee for each year and what have been the aehivement; end

(c) what will be the effect of induction of private sector on the rate of improvement in productivity in the DOT by the years 2000 and 2005 respectively?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) Yes Sir.

(b) *No. of faults/100 telephones.*

Year	Target	Achieve-ment
87-88	19.2	23.4
88-89	15.0	17.8
89-90	17.1	19.3
90-91	17.3	18.5
91-92	15.9	19.0
92-93	16.3	18.2
93-94	15.0	18.3
94-95	14.0	17.6

The targets are kept keeping in view the inputs, the rate of development of the network and its upgradation. The targets are always kept slightly higher than the previous achievements with a view to prompt field units to perform better.

(c) The improvement to the telecom services is a continuous process, the electromechanical exchanges are being replaced by electronic exchanges; the fault prone cables- are being identified and replaced by new cables Fault repair service is being progressively computerised and monitoring is being done both at local and headquarter levels.

(d) The targets set/projections made for improvement in the staff productivity ycarwise during the eighth plan period and upto 2000 AD are as under:

As on	Staff/1000 Dels Targets' set/Achievement projection made	
01.04.92	83	81.9
01.04.93	71	70.0
01.04.94	57	59.2
01..04.95	49	48.3
01.04.96	40	—
01.04.97	35	—
01.04.200	25	__

Cc) (i) With the introduction of Private Sector in the Telecom equipment production, the quality has improved and cost of production of telecom equipment has substantially come down thereby improving the productivity of the DOT.

(ii) With the impending participation of private sector in operation of Basic Telephone Service, it is expected that there will be change in work culture of the employees of DOT and consequently further improvement in their productivity. However, the rates of improvement can't be quantified at this stage.

Expansion of Container Corporation of India Limited

2167. SHRI P. UPENDRA:
SHRI CHIMANBHAI MEHTA:

Will the Minister of RAILWAYS be pleased to state:

(a) what aie expansion plans and projects of Container Corporation of India Limited for the next 10 years for Bombay and Madras;

(b) the details thereof indicating the name of the project/name of the area in the metropolitan cities it is to be implemented; the estimated cost of the project and the completion date of the project;

(c) what measures have been taken to ensure these projects be completed without time and cost overrun; and

(d) the summary of long term plans for 10 years including the earmarked plans for such places at Bombay and Madras?

THE MINISTER OF STATE IN THE MINISTRY OF RAILV'AYS (SHRI MALLIKARJUN): (a) At present Container Corporation of India Ltd. has got container terminal at Wadi Bunder, Mulund and New Mulund in Bombay area. In Madras, container terminal has been developed at Tondiarpet. The facilities at New Mulund and Tondiarpet have been developed very recently and are designed to meet the requirement of traffic in the coming years and no new facilities are envisages at present.

(b) and (c) Do not arise.

(d) Container Corporation of India Ltd. has plans to set up container terminals in the near future at Rewari, Balasore, Gwalior, Agra, Nagpur, Aurangabad, Raxaul and Ankleshwar.

Running of Mahila Trains on Suburban Railway System

2168. DR. SHRIKANT RAMCHANDRA JICHKAR: Will the Minister of RAILWAYS be pleased to state:

(a) how many special "Mahila Train" are presently running on the suburban railway system in the Metropolitan cities;

(b) whether there is need for more such trains; and

(c) if so, by when such more trains would be introduced?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MALLIKARJUN): (a) 4 Ladies special trains are running in Bombay area.

(b) and (c) While there is a demand for more trains including ladies specials during peak hours, running of more ladies specials is not feasible on account of operational and resource constraints, conversion of any of the existing services into ladies special would be strongly resented by General commuters. .

Deteriorating law and order situation in the National Capital

2169. SHRI DIGVIJAY SINGH: Will the Minister of HOME AFFAIRS be pleased to state:

(a) what is the total number of persons killed during July, 199S in different incidents of murder in the National Capital of Delhi;

(b) whether law and order situation in Delhi has become out of control and who is competent authority to implement and maintain law and order in the capital;

(c) whether it is a fact that Government and local administration is losing public faith, if so, the reasons therefor; and

(d) the remedial steps being taken by Government to restore public faith in the administration as well as to maintain law and order strictly in the Capital?

THE MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI P.M. SAYEED): (a) In July, 1995 fifty persons were killed in 42 cases of murder reported in the Capital.

(b) No, Sir. Under the supervision and control of the Government of National Capital Territory of Delhi, the Commissioner of Police, Delhi is responsible for maintenance of law and order in the National Capital Territory.